

Health Access Assistant II

Health Access Assistant II – Bilingual (Spanish)

Milwaukee Health Department (MHD)

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

THE PURPOSE of this position is to provide appropriate, comprehensive support and information to customers who are applying for Medicaid, Family Planning Services Only, Senior Care, Badger Care Plus, the CORE plan of Medicaid, other entitlement program such as Food Share and Wisconsin Cares programs. Engage with customers to assess their needs around medical concerns and assist with applications from various programs and/or make referrals to programs that would fulfill the customer needs at the time of interview. Further assess customer needs when there are issues with eligibility; including but not limited to advocacy, reaching out to state and local officials to assist the customer in trouble shooting their case circumstances; assist customer in experiencing a higher quality of life through diligent efforts. Work location and customer base may vary depending on funding.

ESSENTIAL FUNCTIONS:

Application Assistance and Outreach

- Meet with walk-in customers at clinics, CBO, other settings to identify eligible populations, assess their needs for entitlement programs and assist them in applying on-line for programs to which they are entitled.
- Inform customers of the documents required for application; walk them through the entire process or application for Badger Care Plus, CORE plan, Family Planning Only Services, Express Enroll and other Medicaid programs.
- Encourage application to other programs which might serve clients needs, including: Food Share, Wisconsin Shares, WIC, Milwaukee Cares, Nursing programs, free and reduced cost clinics.
- Make referrals to internal and external programs that would further benefit clients' general health and well-being.
- Provide information through outreach activities at community-based organizations, churches, and other settings to identify and assist eligible populations.

Customer Advocacy and Troubleshooting

- Advocate on behalf of all health department populations who have an insurance coverage issue.
- Receive and process referrals from other programs for individuals who have no coverage or who are experiencing issues or an interruption in coverage.
- Ensure that each client receives the best quality service available; use contacts within local and state government to press for quality customer care.
- Collaborate with community, state, and local officials to have a network of advocates working to improve the quality of health in the Milwaukee community, especially relating to the underrepresented populations.
- Engage in cross-programming, training, and referral to ensure continuity of care for clients coming to MHD.
- Remain abreast of administrative changes in Medicaid and other entitlement programs to ensure accuracy of application information given to customers.

OTHER FUNCTIONS:

Reporting and Administrative Duties

- Enter customer information into the database daily.
- Complete monthly status reports of work productivity.
- Complete all required internal MHD documentation and reports in a timely fashion.

Other Responsibilities

- Participate in evaluation of the program to ensure program compliance and quality.
- Complete other projects and duties as assigned to ensure efficiency and efficacy for the program.
- Participate in program and agency training as necessary.
- Perform other duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

REQUIREMENTS for Health Access Assistant II:

1. Three years experience working with low-income families and their health benefit programs; or three years experience in community outreach, human services, health care service or related field. Relative experience includes conducting customer needs assessments, determining eligibility for benefits or services, ensuring access to services,

monitoring and maintaining case records and reporting progress accordingly. **Note:** 36 credits in social work, sociology, counseling, guidance, nursing or other related human service field may substitute for up to 1 year of the experience requirement. Copies of transcripts should be submitted with application or sent to the City of Milwaukee, Department of Employee Relations, **Attention:** Katrina Whittle, 200 E. Well St, Room 706, Milwaukee, WI 53202 – OR – send via email to staffinginfo@milwaukee.gov. (Student copies are acceptable.)

REQUIREMENTS for Health Access Assistant II-Bilingual (Spanish):

1. Three years experience working with low-income families and their health benefit programs; or three years experience in community outreach, human services, health care service or related field. Relative experience includes conducting customer needs assessments, determining eligibility for benefits or services, ensuring access to services, monitoring and maintaining case records and reporting progress accordingly. **Note:** 36 credits in social work, sociology, counseling, guidance, nursing or other related human service field may substitute for up to 1 year of the experience requirement. Copies of transcripts should be submitted with application or sent to the City of Milwaukee, Department of Employee Relations, **Attention:** Katrina Whittle, 200 E. Well St, Room 706, Milwaukee, WI 53202 – OR – send via email to staffinginfo@milwaukee.gov. (Student copies are acceptable.)
2. Ability to fluently speak, read, write and understand Spanish.

REQUIREMENTS for Health Access Assistant II and Health Access Assistant II-Bilingual (Spanish):

1. Valid driver's license at time of appointment and throughout employment.
2. Properly insured personal vehicle for use on the job (automobile allowance provided).
3. Residence in the City of Milwaukee within six months of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of eligibility requirements and application processes for entitlement programs (e.g. Medicaid, WIC).
- Ability to read and interpret technical documents such as procedure manuals, graphs, state rules, and government regulations regarding eligibility requirements.
- Ability to navigate county and state systems.
- Ability to explain complex information, and an ability to deal with several variables while troubleshooting.
- Skill in advocacy and outreach.
- Ability to build and maintain good working relationships with multi-cultural, multi-disciplinary staff, area professionals, agencies, and the public.
- Ability to create accurate reports and graphical information.
- Ability to work with all units of measurement, and ability to compute ratios, percentages, proportions, and rates.
- Ability to effectively use standard office hardware and software such as word processing, spreadsheet, and database programs.
- Knowledge of community resources and services available to assist clients in accessing appropriate entitlements.
- Ability to provide services in a culturally sensitive manner.
- Strong interpersonal and customer service skills.
- Ability to work independently and in a team environment.
- Detail-oriented, flexible, honest, and able to maintain confidentiality.

DESIRABLE QUALIFICATIONS:

- Experience working with related health benefit programs.

CURRENT SALARY (PR 425) is: \$33,865 - \$37,464 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation, written, oral or performance test; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selections process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **June 10, 2011**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.